

## **GCHEXS Frequently Asked Questions (FAQ)**

**Q:** What does “GCHEXS” mean?

**A:** “GCHEXS” stands for Georgia Criminal History Check System.

**Q:** How much does it cost to use the GCHEXS system?

**A:** There is no charge to use the GCHEXS system. There is a fee for the fingerprint-based state and federal criminal background checks.

**Q:** What is the link the new GCHEXS system?

**A:** [www.dch.gchexs.ga.gov](http://www.dch.gchexs.ga.gov)

**Q:** What is the link to Cogent-GAPS?

**A:** [www.ga.cogentid.com](http://www.ga.cogentid.com)

**Q:** I’m a new GCHEXS user what type of training will I receive?

**A:** Online Tutorials: DCH has developed online tutorials to train users of the new system. There are a total of 5 modules for your use which include:

1. Lesson 1: Account and User Management
2. Lesson 2: Reporting and Notifications
3. Lesson 3: New Applicant Workflow
4. Lesson 4: Managing Applications
5. Lesson 5: Managing Employees

These tutorials will be available on 1/18/2016 and can be accessed at the following DCH website: [www.dch.georgia.gov/office-inspector-general](http://www.dch.georgia.gov/office-inspector-general)

**Q:** Will I need an account user ID and password to use the GCHEXS system?

**A:** Yes: The login user IDs accounts will be set up automatically. Your login will be sent to you directly through a separate email prior to the February 1, 2016 go-live date. You will have to create a password when you receive your User ID to access the GCHEXS system. More...

**Q:** Once we have registered an applicant into the GCHEXS system, will I be redirected to the Cogent-GAPS system to register the applicant for fingerprinting?

**Redirect of GCHEXS Application to the Cogent Website:** This release of the new GCHEXS system will not automatically redirect you to the Cogent GAPS application to register you for fingerprinting. Until this functionality is in place you will have to manually go to the Cogent GAPS system and go to the screen which allows you to register your applicant for fingerprinting. In the next release of GCHEXS the system will automatically take to the Cogent GAPS screen.

**Q:** What minimum browser standards does my computer need?

**A:** Minimum Browser Standards: The new GCHEXS system is not compatible with all internet browsers. The minimum standards for using the system are:

- Internet 8.0 or higher
- Google Chrome

**Q:** Who do I contact if I have questions or need help?

**A:** Please email your questions to GCHEXS at [VoluntaryBackgroundCheck@dch.ga.gov](mailto:VoluntaryBackgroundCheck@dch.ga.gov)